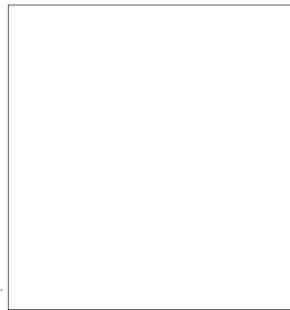PROCESSING NOTE NO. 24

Subject: Servicing Requests from the ORIS Data Base

The ORIS base is used in a number of ways for satisfying requests, but most ORIS-based responses fall into two groups:

1. An ORIS listing of material on a given subject is sent to the requester with the request that he/she check the items wanted and return the list. This request should then be closed with a GIF grant code. If documents are ever ordered, they can be sent as a followup without reopening the case.

2. A specific package of documents is offered the requester; the case officer has two options:

    a. Option 1: Close the case with a CAN grant code and send the documents as followup if the package is ordered. In this case the grant code will have to be changed from CAN to GIF.

    b. Option 2: If, in the case officer's judgment, the requester is likely to buy the package, it is probably better to keep the case open with a 60-day SPR and close it appropriately when the question is resolved.

3. As a matter of policy, fees will no longer be charged for ORIS searches.

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